

Protective measures against West Nile virus... See page 8

Border Eagle

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Aug. 29, 2003

XLers move mountains

Base agencies and volunteers help out after building closure

By Airman 1st Class Yvonne Clark
Staff writer

About 25 people assigned to the education, training and visual information offices in building 316 were recently relocated after 18 wooden ceiling joists were found cracked.

The problems with the joists were found after the base contracted with the architectural and engineering firm, Arizpe Group Inc., to perform a thorough survey of the building when the 47th Civil Engineer Squadron was notified of several inches of water standing in one portion of the building's roof following the tropical storm here in July.

Built in the '50s, the building was renovated with an addition in 1965, according to Marvin Parvino, 47th Civil Engineer Squadron deputy commander. During the renovations, additional ductwork was placed above the ceiling and the old ductwork was not removed. "The stress force with the additional weight was too much for the joists to handle, so they began to bend and crack," said Mr. Parvino. "The weight of the water ponding on top of the building also added addi

See **Building**, page 5

Mission status

(As of Aug. 22)

Airframe	Days Behind or Ahead	Mission Capable Rate
T-37	0.34	91.1%
T-1	2.60	82.0%
T-38	-1.12	75.1%
T-6	0.34	86.7%



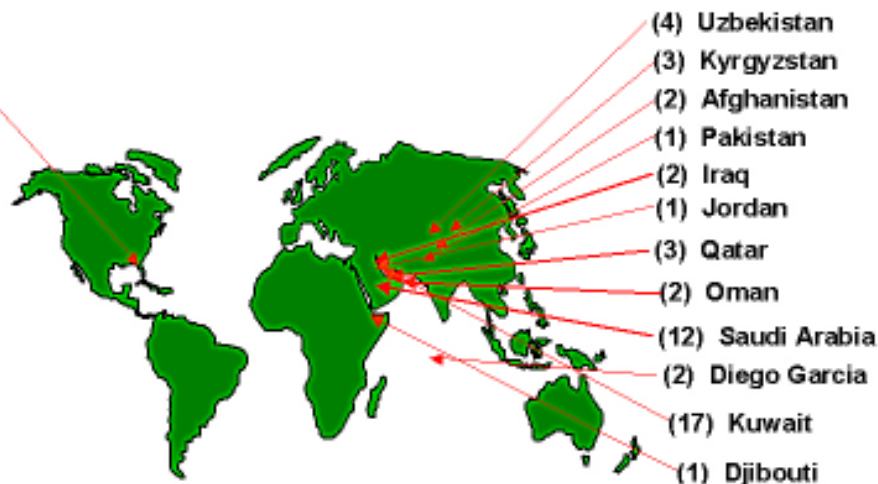
For the troops...

The USO Show Troupe "New Vision", (from left) Genna Griffith, Charlie Mechling, Heather Jakeman and Robert Johnson, entertain Laughlin members at the Fiesta Center Monday. About 140 people showed up to enjoy the free show.

Where in the world is Laughlin deployed?

(3) Tyndall AFB

As of Wednesday, Laughlin has 53 people deployed with two people set to return in the next 30 days.



Mission relies on leadership from ‘ranks in between’



Commander's Corner

By Lt. Col. Mike Brown
84th Flying Training Squadron commander

While looking for a book to read during my summer vacation this year, I was intrigued by a book that chronicled the D-Day invasion.

I found a vast amount of information I was previously unaware of. I walked away from the book with a greater understanding of the people and actions that shaped that tremendous event, though one particular comment about leadership stood out and has really captivated me, and I thought I would pass it on.

A V Corps Private, related his thoughts on how the Allies succeeded during the very tough fight at Omaha Beach. His final point was that in war, the best ranks are private, colonel and the the higher ranks because the ranks in between “have got to be leaders.”

The success of the D-Day invasion rested on the backs of those “ranks in between.” While General Eisenhower and his staff did an incredible job planning every aspect of the invasion, once it was set in motion, the success or failure of the operation rested on those executing it.

They had to lead their troops under some of the most grueling and arduous circumstances imaginable. Facing an entrenched and determined enemy, they often knowingly walked into certain death to ensure the successful outcome of their mission, and eventually, the successful outcome of the day. In contrast, General Eisenhower, who had spent countless hours preparing thousands of men for the invasion, remained in England and did not give a single command on D-Day.

I believe this idiom of “ranks in between” to be true not only in the combat environment, but in the peacetime environment as well. It completely permeates successful organizations whether they are civilian or military. Leadership at the middle management level is crucial to the success of any organization. If you look around Laughlin and analyze what drives our mission of “Training the World’s Best Pilots,” you will find that the airmen, sergeants, lieutenants and captains are the ones who ensure our daily mission is a success.

Some examples in the operational world include flight commanders, flight schedulers, repair and servicing unit controllers and observers, squadron supervisors, squadron programmers, not to mention every instructor pilot that flies with a student. Each and every one of these people holds a position that requires constant attention to detail and a

responsibility to the task or objective at hand. They play key roles in the overall safe accomplishment of the daily flying mission. A breakdown of leadership of any one person could lead to problems in execution and eventually to an inability to accomplish the mission.

Everyone in the base support organizations has the same critical leader responsibilities – ensuring our aircraft are maintained, flight equipment is ready, pilots are healthy and all of the personnel issues are taken care of. Building maintenance to computers and radios are all critical to the mission as well.

Here, we fly approximately 300 sorties per day. The amount of leadership, work and attention to detail involved in the safe execution of those sorties, on three parallel runways, is awe-inspiring. The ballet that is performed above the skies at Laughlin is due to each and every one of your efforts and the leadership of the people out in the trenches enables us to do a phenomenal mission every day.

I encourage you to take a look over at the flight line and watch as possibly six or eight aircraft of four different airframes continually fly by. Know that it is the squadron, group and wing commander that depend on your leadership every day to safely fly those three hundred sorties.

As the D-Day veteran pointed out, if you are in those ranks in between, you have got to be a leader.

Border Eagle

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Advertising should be submitted to the Del Rio News-Herald, 2205 Bedell, Del Rio, TX, 774-4611. Advertising should be submitted by 4 p.m. each Friday.

Submissions can be e-mailed to: **timothy.stein@laughlin.af.mil** or **yvonne.clark@laughlin.af.mil**.

Actionline 298-5351

This column is one way to work through problems that haven't been solved through normal channels. By leaving your name and phone number, you are assured of a timely personal reply. It's also very useful in case more information is needed in order to pursue your inquiry. If you give your name, we will make every attempt to ensure confidentiality when appropriate. If your question relates to the

general interest of the people of Laughlin, the question and answer may also be printed in the Border Eagle. Before you call the Actionline, please try to work the problem out through the normal chain of command or directly with the base agency involved. Thanks for your cooperation, and I look forward to reading some quality ideas and suggestions. Below are some useful telephone numbers to that may be helpful when working your issue with a base agency.

AAFES 298-3176
Accounting and Finance 298-5204

Civil Engineer 298-5252
Civilian Personnel 298-5299
Commissary 298-5815
Dormitory manager 298-5213
EEO 298-5879
FWA hotline 298-4170
Hospital 298-6311
Housing 298-5904
Information line 298-5201
Legal 298-5172
MEO 298-5400
Military Personnel 298-5073
Public Affairs 298-5988
Security Forces 298-5900
Services 298-5810

Col. Dan Woodward
47th Flying Training Wing commander

Don't let 'tunnel vision' cripple the mission

By Staff Sgt. Marc Barnes
18th Wing Public Affairs

KADENA AIR BASE, Japan – When the Air Force sent me to Southwest Asia last year, I began telling my 3-year-old son, Jonathan, he would need to be the man of the house while I was gone. I remember him swelling with pride when I would tell him he would be responsible to take care of his mom and two sisters and “take up the slack” while I was gone.

Shortly after I arrived in Southwest Asia, my wife told me Jonathan had been disobedient, and she'd asked him to stand in the corner. Jonathan, remembering my instructions from weeks before, paused with a puzzled look on his face, stuck his finger in the air and asked, “Does the man of the house have to do that?”

After my wife finished chuckling, she gave my son a quick reminder about his responsibilities as her son – responsibilities he had briefly forgotten while working so hard on being the “man of the house.”

It was an innocent and humorous mistake, but it was similar to mistakes I believe many of us make in our offices every week.

Most of us probably have responsibilities at work we enjoy more than others. It is easy to experience “tunnel vision syndrome” as we focus on what we enjoy and put off the responsibilities that don't appeal to us.

It is in our nature to avoid things we don't like, but it can quickly be-

come a problem in an office when several moving parts grind to a halt because of someone who only does half the job.

One of my earliest Air Force supervisors did me a favor and pointed out my weakness in this area. So when I offer the following tips, they are from my personal experience as a person infected with tunnel vision syndrome.

When you can, tackle the “undesirables” first. I hate

broccoli. When a meal at our house includes broccoli, I usually eat it first and save my favorite part of the meal for last. If you have a responsibility you don't enjoy, try to get it done and then work on the things you like. Not many things are worse than knowing that “broccoli” is still sitting there, waiting for you to finish it.

Don't assume your “annoying” responsibilities aren't important. I used to be a file monitor, and I thought it was a huge

waste of time, until my supervisor needed a file and couldn't find it because of my laziness. Many of us have additional duties that seem to be more of a pain than anything else, but we can't just blow them off. Most of the time, there is a very good reason for those duties, and some of us in “lower-level management” can't see or understand the big picture.

Finish the job. As a kid, I did fairly well in my junior-high

woodworking class. I could make a mean birdhouse, but I was terrible at cleaning up the mess afterward. We are all pretty good at our jobs, but some of us are weak when it comes to “cleaning up afterward.” Remember others will follow you and use the equipment you leave behind. Leave it functional, clean and where it should be.

Finally, if the “tunnel vision syndrome” I have described is your weakness, focus on preventative measures to keep it from getting out of hand. Don't wait for your leaders to chew you out about something that didn't get done before you begin to focus on responsibilities you don't enjoy. You can impress them or distress them, but I think the former is much more rewarding than the latter.

My son did a great job being the man of the house while I was gone, just like most of us do a great job taking on responsibilities we enjoy. But remember, it is a lot easier to be the man of the house when you don't have to stand in the corner.

“If you have a responsibility you don't enjoy, try to get it done and then work on the things you like.”

Tiger team dives into school issues

By Capt. Paula Kurtz
Public Affairs

In response to feedback received from concerned Laughlin parents on the topic of education issues in the local public school district, the 47th Flying Training Wing formed a Tiger Team to tackle issues and work with local school officials to find solutions.

The team, headed by Col. Keith Traster, 47th FTW vice commander and the base's official liaison to the San Felipe Del Rio Consolidated Independent School District, held its first meeting Aug. 20. With more than 50 individual issues raised by concerned parents through local surveys and the town hall meeting held Aug. 12, the team's first goal is to organize and prioritize the myriad of issues.

To accomplish that goal, the team created several "baskets" – such as safety, discipline, academic issues, and educator issues – into which the individual issues will fall. After categorizing the issues, the team will evaluate each one to determine the complexity of the issue and expected timeline for reaching solutions.

"Obviously we need to be working on several issues at any one time," said Colonel Traster. "Some issues are going to be easier than others to solve. Some may have a quick fix, while others may take quite a bit of research and coordination with other agencies."

One of the issues raised at the

town hall meeting involved stocking books at the base library for use by parents who choose to home school their children. The "simple fix" involved providing the library with a list of the needed texts and securing funding to purchase them. The library already stocks a quarter of the texts, and the rest will likely be funded through unprogrammed end-of-year dollars, according to Colonel Traster.

While concerns varied between grade levels and campuses, one seemed to cross all boundaries and has risen to the top of the priority list. Pick up and drop off times for children taking the school bus are considered "unacceptable" by parents, according to surveys and town hall comments.

"We are looking at some options for a long-term solution to this problem," Colonel Traster said. Among them, bus transportation provided by the base for Laughlin children, or petitioning the school board for staggered

class start times for different age groups to accommodate the capabilities of the current bus system.

"Obviously, this is a longer term, more complex issue," Colonel Traster explained. "Neither of these options may be workable, and if not, then we'll look for another solution. In the majority of cases, things are not going to happen overnight."

Other issues discussed at the first tiger team meeting included:

- Improving qualifications for substitute teachers; increasing the pool of substitutes by compiling a list of qualified spouses who would be interested in teaching

- Implementation of a mentoring program between military members and junior high and high school students

- Clarifying a perceived discrepancy in the rating system between regular and advanced placement

classes

- Compiling a list of tutors who would be willing to work with home schooled students on specialized subjects such as languages, advanced math, science

- Working with school district to allow home schooled children to participate in group activities and sports

While the team will work to improve relations with school officials and solve broad issues, Colonel Traster explained that parental involvement is the true key to success in solving any issue.

"If you want to get taken care of, you have to get involved," he said. "Our goal is to eventually put ourselves out of business. Through this Tiger Team we hope to improve the relationship between the base and the school board, encourage parents to get involved, and most of all, educate parents on how to work issues within the system. We need to build a relationship of trust and mutual support with our school leaders and work with them toward improvement."

Parents wishing to research information about the school district or how to raise an issue during a school board meeting can check out the school district's website at www.sfdr-cisd.org/.

The next Laughlin Tiger Team meeting will be held Sept. 15, with updates appearing in the Sep. 26 issue of the Border Eagle.

PTO meeting and times: Elementary Schools

Irene Cardwell

Sept. 24, 7 p.m.

Buena Vista

Sept. 30, 7 p.m.

Dr. Fermin Calderon

Sept. 30, 6 p.m. (open house)

North Heights

Sept. 30, 7 p.m.

East side

Sept. 9, 6:30 p.m. (open house)

Lamar

Sept. 9, 6:30 p.m.

Ruben Chavira

Sept. 29, 7 p.m. (open house)

Dr. Lonnie Green

TBD

Secondary Schools

Garfield

Sept. 24, 7 p.m. (open house)

Marion Russell (6th grade)

TBD

San Felipe Middle School (7th grade)

TBD

Del Rio Middle School (8th Grade)

TBD

Del Rio Freshman

TBD



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Building,
from page 1

tional weight to the joists.”

While the addition incorporated metal joists in the visual information section of the building, Mr. Parvino said that for safety reasons the entire building needed to be evacuated. “We don’t know if [a possible roof collapse] could cause the wall separating the old and new section to crumble, so we don’t know what the domino effect could be,” he added.

After receiving notice of the cracked and bending joists in the education and training portion of the building near close of business Aug. 22, Col. Vic Hnatiuk, 47th Mission Support Group commander, ensured the entire building was closed off and called weekend meetings with squadron commanders and key personnel to ensure a smooth evacuation of the building.

Although no personnel were in the building by time of notification, people were restricted from the building until Monday morning when plans had already been set for base agencies and volunteers to work together to safely evacuate the building. Everyone was moved out of the building by close of business Tuesday.

“This was the best cross-functional teaming I’ve experienced in my 17 years in the Air Force,” said Lt. Col. Jennifer Graham, 47th Mission Support Squadron commander. “Everyone [who helped with the move]



Photo by Airman Melody Miller

Senior Airman Michael Osburn, 47th Civil Engineer Squadron, communicates with others helping with the move from building 316 Monday.

brought expertise, flexibility and can-do attitudes. Most importantly we are now assured we don’t have employees and customers exposed to a significant safety risk. Because of quick decision-making, focused leadership and great people, we were successful in mitigating the risk as quickly as possible. This is truly an example of what Team XL is all about.”

With team effort, temporary relocations were organized. “All communications phones and most local area networks were operational by Tuesday at these locations,” said Maj. Arthur Price, 47th Communications Squadron commander. “This was possible in a short amount of time with people working together and thinking effectively. There was no shortage of good solutions and Laughlin volunteers. This move proved how people truly value the mission here.”

With contractors, communications squadron, civil engineer squadron,

services division, logistics, contracting squadron,

volunteers from the fire department and security forces and other base members working together, the people in building 316 moved into their temporary locations by Tuesday and most should be fully operational by Thursday morning, said Major Price.

For now the fate of the building remains in limbo until another survey team can inspect and evaluate repair costs. If repairs exceed 70 percent of the estimated \$1.9 million replacement cost, the building will likely be rebuilt.

Visual information services will permanently relocate to building 60.

47th CES Readiness can now be found in building 820, the former radar-approach control complex.

All on-base adult education classes have moved into Anderson Hall. Education and Training services to include testing have temporarily moved to the Fiesta Center ballroom. Previously scheduled activities in the Fiesta Center are currently being relocated. Please contact the Fiesta Center for details at 298-5474.

Laughlin celebrates 100 years of flight

By Airman 1st Class
Yvonne Clark
Staff writer

To commemorate of the first 100 years of flight history, Laughlin will have a Centennial of Flight Celebration at 5:30 p.m. Sept. 13 in hangar one.

All base people are invited to enjoy a southwest dinner buffet, entertainment by the U.S. Air Force Band of the West, heritage displays and guest speakers re-

tired Brig. Gen. Rob Risner, former prisoner of war and former U.S. Air Force Tactical Fighter Weapons Center vice commander; and Col. Thomas Griffith, School of Advanced Aerospace Studies commandant, at Maxwell AFB, Ala.

“In the Air Force, it’s important for us to reflect on how we’ve evolved to



what we are today,” said Capt. Jeff Crouse, event program manager. “Our primary mission is that of air and space power, so it’s good to look back at how that all came about.”

To accommodate the heat and lack of air conditioning in the hangar, dress for the celebration will be civilian clothes (slacks with

open collar). In addition, those with historical uniforms, such as Army Air Corps, World War II or Vietnam-era, are encouraged to wear them.

“We want to have mass participation from retirees and the junior enlisted,” said Captain Crouse. “I think this is a significant event because we’re producing the future air and space leaders of the Air Force, so [people] should understand where we’ve

come from and what we’ve done to achieve what we’re doing now.”

Tickets are on sale through Wednesday from squadron representatives. Cost is \$15 each for officers, civilians and E-7 and above. Airmen E-6 and below may attend for free; however, they will still need to obtain a ticket from their squadron representative.

For ticket information, call Capt. Mark Bain at 298-6323.

Legal office closes

The 47th Flying Training Wing legal office will be closed 2-4:30 p.m. today for training . The training is essential to maintain the legal office’s ability to respond to mission and wartime requirements.

Anyone needing emergency legal assistance during this time can contact the command post and request the on-call judge advocate general.

For more information, call Master Sgt. Beth Smith at 298-5172.

Hunters meet

The Val Verde Military Sportsman’s Club will

Newslines

hold a meeting at 6 p.m. Sept. 5 for Laughlin members interested in archery and small game hunting.

Hunters must present a valid hunters safety card or proof of a hunting safety course; Texas resident, special resident or nonresident hunting license; or combination hunting/fishing license and a valid military, Department of Defense, Air Force or Air Education and Training Command identification card to hunt on base. Base-hunting permits will be issued at the

meeting. The cost is \$5.

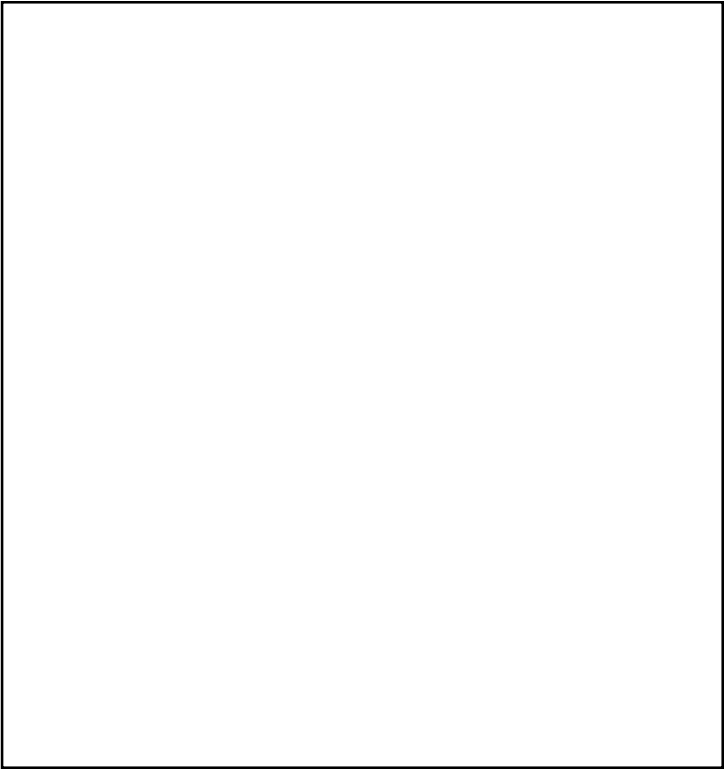
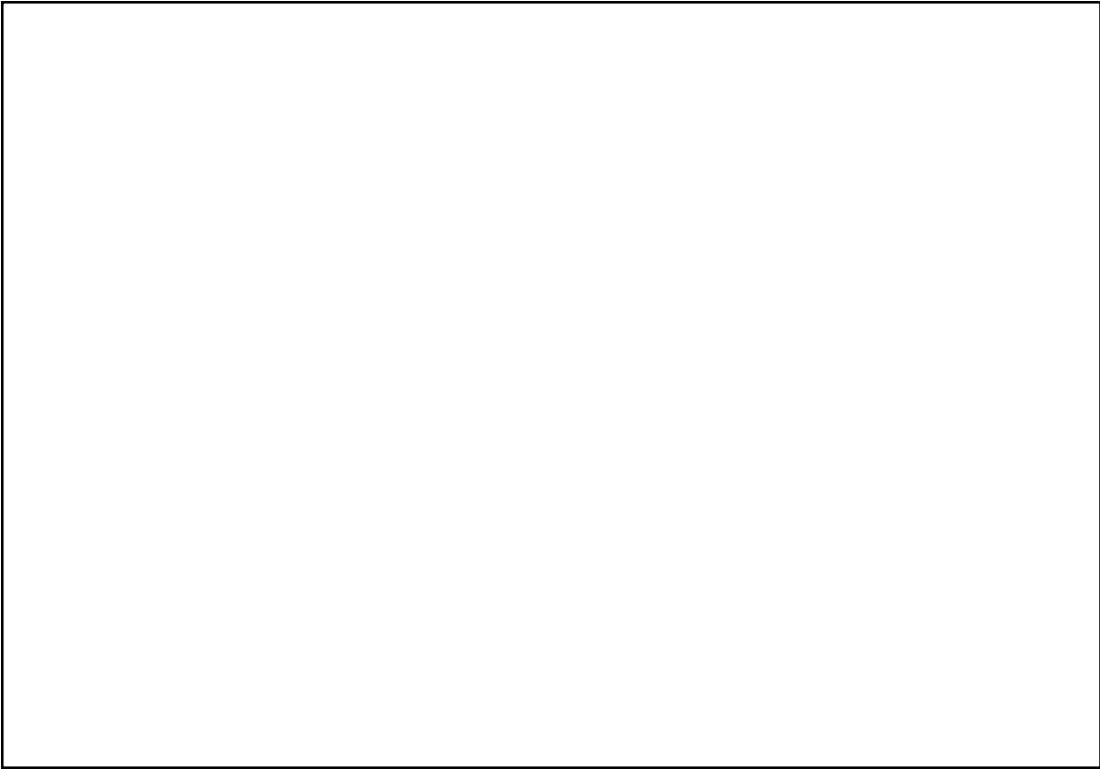
For more information, call 298-5860 or 298-5456.

Secure phones available

Air Education and Training Command was recently allocated 85 secure phones to distribute to AETC bases.

Authorized organizations interested in obtaining a secure phone may send their request and justification to the base communications security office by Sept. 10.

For more information, call 298-5081 or 298-5700.



Stone-aged jet to transition into ‘21st century’ aircraft

By Airman 1st Class
Yvonne Clark
Staff writer

Laughlin takes another step into the 21st century when it transitions to the T-38C aircraft beginning next year.

“This transition will be different from the T-37 Tweet to the T-6 II aircraft because we’re keeping the same T-38 aircraft, but we’re turning it into a modern-day jet,” said Lt. Col. Robert Seaberg, 47th Operations Group Site Activation Task Force assistant.

Laughlin’s T-38A aircraft will be sent to Williams Gateway Airfield in Mesa, Ariz., for the process. “Within 21 days, this whole thing comes out from a ‘50s- or ‘60s-technology T-38 to a 21st century aircraft,” said Colonel Seaberg. “It’s kind of silly to take the students from a modern primary trainer, such as the new T-6, and send them back to a stone-age cockpit with the T-38A supersonic trainer and then back to the glass cockpit fighters they’re

going to fly. The transition essentially brings us in parity with the fighter jets the pilots are eventually going to fly. It was a needed update and the timing was right.”

At a fraction of the cost to develop and produce a new supersonic aircraft, the interior of the T-38A will be completely stripped. Anything broken will be replaced and a brand-new glass cockpit will be installed with state-of-the-art electronics and digital displays. “It will have a multi-function keypad that controls all the aircraft systems, which is very similar to the fighter F-15s and F-16s,” Colonel Seaberg added. “It will also have a heads-up display, which I think is going to help our training immensely. Instead of looking at a spot on their wind screen as their aim point, student pilots will have an inertial navigation system-driven velocity vector, which is capable of determining the position, speed and attitude of the aircraft. Basically it tells them exactly where they’re

going.”

While students will be geared with more modern-day technology in the air, the instructor pilots will also have the capability to videotape their performance for ground training. “The results from Columbus Air Force Base, which now has the T-38C, show students are learning to land a lot sooner and are picking up pilot training so much faster,” said Colonel Seaberg.

The first seven jets are scheduled to return to Laughlin’s flight line as the “C” model in August 2004. Seven more will arrive here monthly until all the “A” models have transitioned. The first student pilot class to train with the T-38C is expected to begin next October when at least 21 aircraft are available.

Maintenance is also a factor in ensuring the aircraft are capable of flying. Maintenance contractors will send a group here for about one year during the transition to train the Laughlin maintenance team on the T-38C.



A view from the new heads-up display on the T-38C. (Courtesy photo)

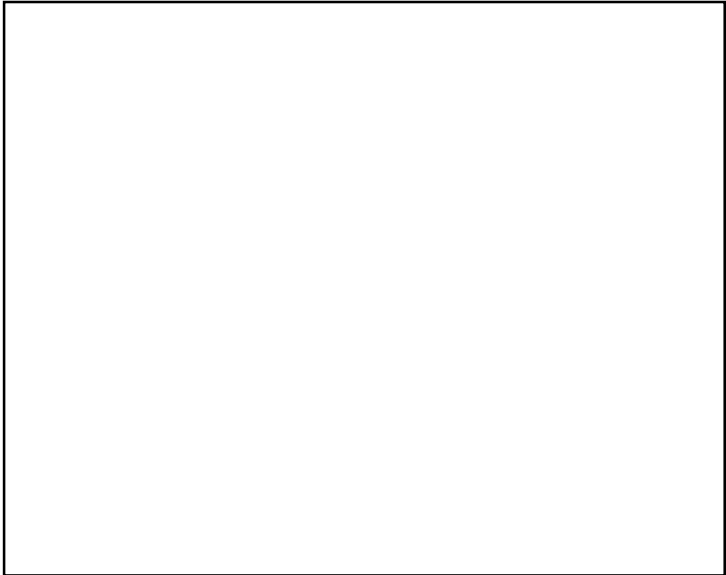
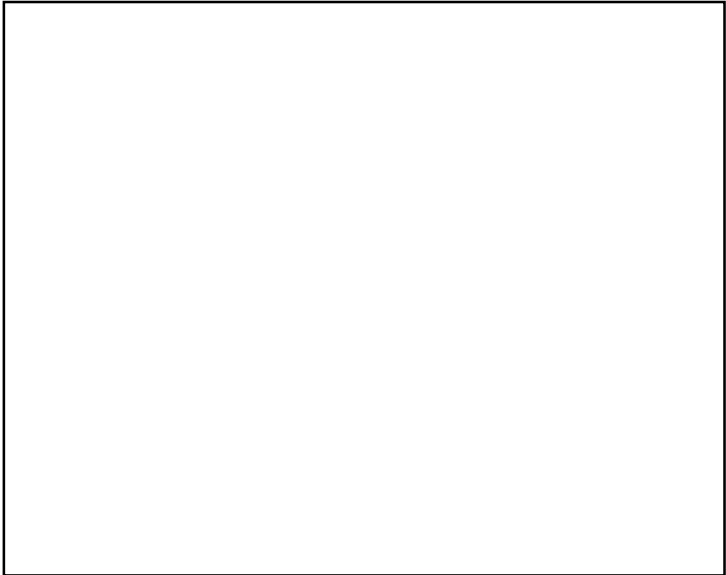
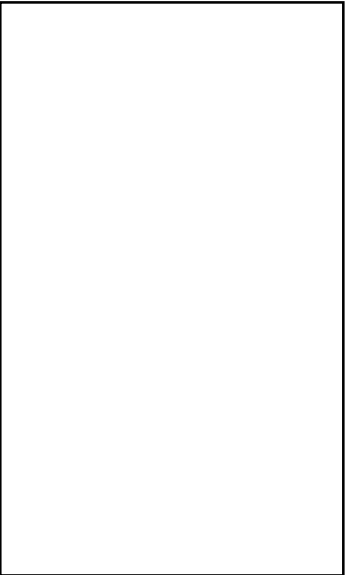
“It should be a lot easier because this gets into the black-box system, where if you’ve got a system that failed, you just pull out the system and put in a new black box instead of troubleshooting problems right then and there,” said Colonel Seaberg. “So, the box gets worked on, but the aircraft goes off and flies.”

“The T-38C makes the pipeline training from primary training in the T-6 to advance training in the T-38 with systems these pilots are going to be using in the fighter world,” added Colonel Seaberg. “We’re excited it’s happening, it’s been on the horizon for a long time and it’s nice that it’s coming to fruition.”

Another follow-on project is the Powerplant Modification Program,

which will keep aircraft in the air during warmer temperatures here. The PMP will allow 18-20 percent more thrust and the capability to operate in temperatures up to 118 degrees. “The problem we have here in the summer is when it gets to 103 degrees, we have to make some operational risk management decisions about flying and possibly call off flying as early as 11 a.m. on some days in late summer,”

Because the PMP doesn’t currently match up with the T-38A, the project is on hold until Laughlin receives funding for airframe and engine modifications to incorporate the PMP. “It all boils down to money right now,” said Colonel Seaberg. “Although it is a 2009 project, we’re trying to bring it to Laughlin sooner.”



West Nile virus found in Val Verde

By Airman 1st Class
Timothy J. Stein
Editor

Five horses in Val Verde County tested positive recently for West Nile virus. While no cases have been reported in humans, Laughlin medical officials want people to be aware of the virus and minimize the chances of infection.

“Laughlin members should be aware that the virus is rare and the chances of getting it are slim,” said Lt. Col. Timothy Sowin, 47th Aeromedical Dental Squadron commander. “With that in mind, we do want the public to be aware of the hazard and things they can do to minimize the chances of catching it.”

West Nile virus is commonly found in Africa, West Asia and the Middle East. It has been in the United States since the summer of

1999, notes a Texas Department of Health information packet about the virus. Mosquitoes get the virus by biting infected birds, then passing it to other animals and people.

“Most people who get infected by the virus won’t even know it,” said Colonel Sowin. “It won’t affect them at all. Twenty percent of people might have mild symptoms such as fever, headache, body aches and a skin rash. Only about one in 150 people develop the severe form of the disease.”

The severe form of the disease is called West Nile encephalitis or meningitis and it has many symptoms including: headache, high fever, neck stiffness, stupor, disorientation, coma, tremors, convulsions, muscle weakness and paralysis. The virus incubation period in humans is three to 14 days.

Symptoms of the mild form may only last a few days, while symptoms for the severe disease can last several weeks and there can be lasting neurological permanent damage. In rare cases death can occur.

“The best way to protect yourself from the virus is to protect yourself from mosquitoes,” said 2nd Lt. Yufang Zhang, 47th ADS public health officer. “People should remember the four D’s when dealing with mosquitoes.”

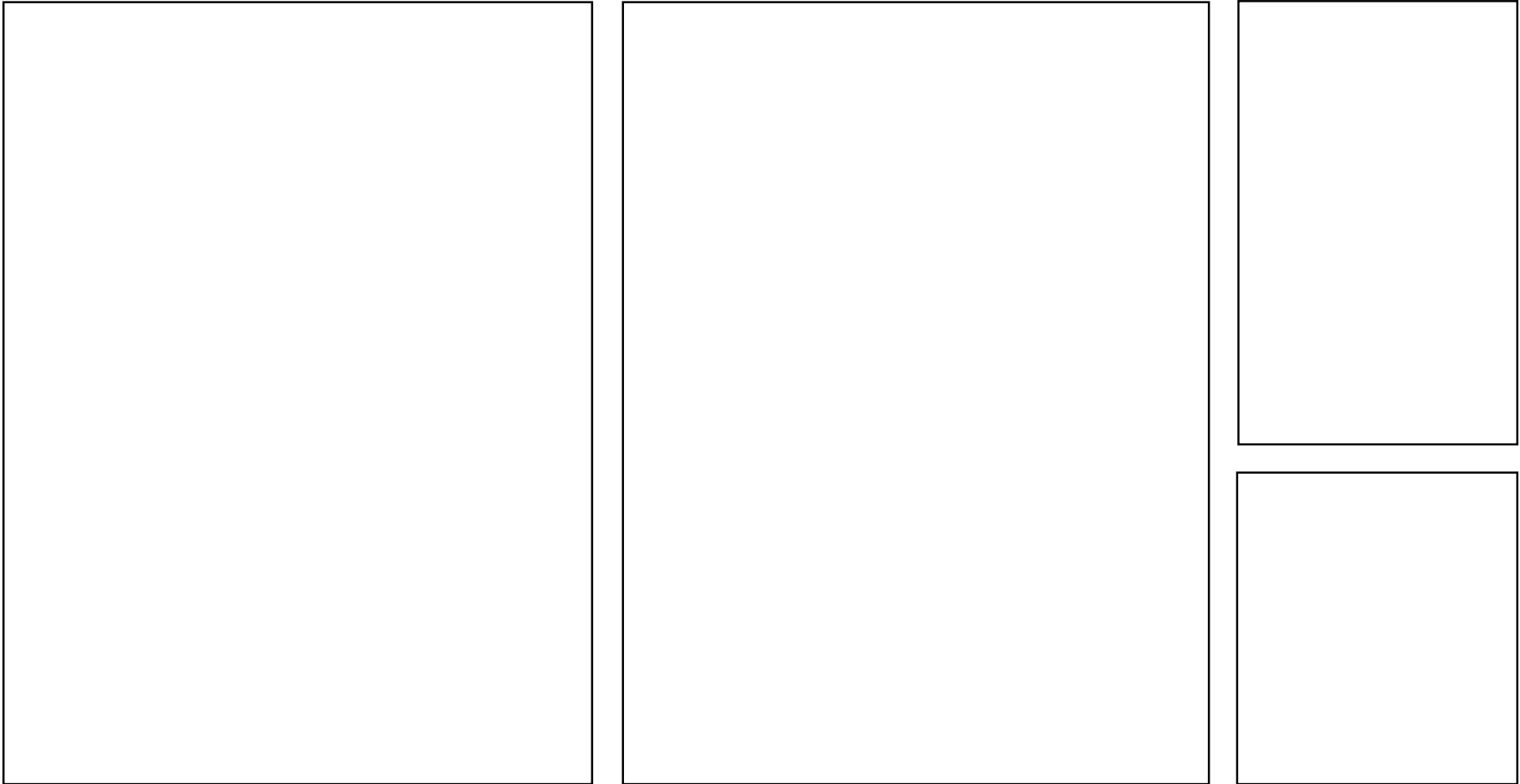
The D’s are a guideline to help reduce exposure to mosquitoes, noted Lieutenant Zhang. Under the guidelines people should be aware that dusk and dawn are when mosquitoes are most active. During this time people should dress in long sleeves and pants when outside. Wear insect repellent with the active ingredient DEET. Also, drain all standing

water in yards or neighborhoods. Standing water is a breeding ground for mosquitoes. Old tires, flowerpots and clogged rain gutters all could lead to standing water.

“By eliminating where the mosquito breeds, you can help control the mosquito population,” said Colonel Sowin.

Laughlin regularly checks its mosquito population for the virus by setting up mosquito traps, said Lieutenant Zhang. So far no trapped mosquitoes have tested positive for West Nile virus.

Laughlin also sprays insecticide periodically to help control the mosquito population. Spraying is conducted when the population starts grow too big or many people complain about them. Laughlin has sprayed for mosquitoes twice this year, noted Lieutenant Zhang.



Base welcomes new wing IG

Team XL recently welcomed Lt. Col. Tom Lukenic as inspector general for the 47th Flying Training Wing.

Lt. Col. Tom Lukenic

Hometown: Lorain, Ohio
Time in service:23 years
Education: Bachelor's in computer systems, Master's in business administration
Previous assignments: Little Rock Air Force Base, Ark.; Wright-Patterson AFB, Ohio; Hickam AFB, Hawaii; Andrews AFB, Md.; Fort McNair, Washington D.C.;



Lt. Col. Lukenic

Davis-Monthan AFB, Ariz.
Leadership philosophy: Treat people how you yourself want to be treated
Personal hero: Clint Eastwood
Hobbies: Racquetball, golf



Photo by Master Sgt. Kenneth Fidler

Runway Stars ...

ZHUKOVSKY AIRFIELD, Russia — Capts. Kieran Denehan (left) and Gary Berger, B-52 Stratofortress crew members from Minot Air Force Base, N.D., sign autographs at the Moscow Aviation and Space Show Aug. 22. This marked the first time U.S. military aircraft have been on public display in Russia.

Commissary shoppers be



By Master Sgt. Lee Roberts
Special to 47th FTW Public Affairs

The base commissary offers a wide variety of goods and its staff prides itself on customer service; however, shoppers benefit most from \$avings.

Commissary Manager Anthony Longo says it's no secret the Laughlin Commissary by far has the best deals in town on groceries. On average, customers save 30 percent on purchases compared to local vendors, which really helps people where they need it most – their wallets, he said.

Mr. Longo said customers could save even more when they combine the in-store savings with coupons, vendor specials and case lot sales. Without a doubt Laughlin consumers really benefit when they shop at the commissary... "We always have a good deal for our customers," Mr. Longo stressed.

Shopper sentiment would seem to reinforce the value of using the commissary.

Amy Hulcy, wife of Airman Michael Hulcy, a Laughlin firefighter, admitted that when the young couple recently arrived to the base that they often went grocery shopping downtown. But then she visited the commissary

and realized she saved most on base.

"We compared prices and we now shop at the commissary. We save a lot," Ms. Hulcy said. "I always call back home and say things like 'guess how much I saved on milk at the commissary?'" she said.

Another shopper who is sold on the savings is Horace Reitz, a former Laughlin club manager who retired in 1997. He recently shopped at the commissary and saved \$17.70 off his purchase, which saved him 14 percent above the in-store discounts.

"I come all the time because I know what I can get here. With the commissary I always get huge savings," Mr. Reitz said.

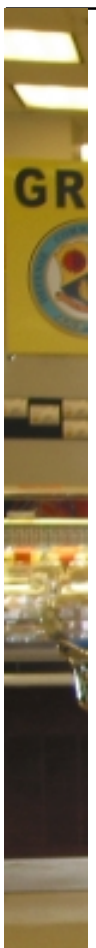
"People expect to save and we deliver, but they also get an enjoyable shopping experience," Mr. Longo added.

Mr. Longo said the commissary currently has 21 employees who take a lot of pride in helping customers. They work in the produce, grocery, meat, and security and safety sections. Cashiers and baggers also assist customers at checkout, and the commissary has additional help from contractors who work in the deli and in warehouse and stocking.

If the shopper has a problem, wants to make a comment or suggestion, or would like to request a particular item be made available, he or she just fills out a Patron Suggestion Program form, which is available in each department and at the administration office, Mr. Longo explained. "If the Defense Commissary Agency carries it, I'm going to do my best to get it. I'll let the patron know within five days whether I can

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Lynne
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Head

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ck the item or if I can do a one-
e request for it from the
rehouse in San Antonio.”
Mr. Longo said employees
o enjoy getting to know shop-
rs and really care about helping
m. “Most of the commissary
ployees have been working
here for a very long time, so they
really do get to know the shop-
pers. They are very personable
and caring, and I think the shop-
pers really like it,” he said.
Overall, the commissary
offers the most for less, said Mr.
Longo. “We want you to profit
from shopping here. You will
find that the commissary really is
one of the best military benefits.
Come check us out and see for
yourself that your money really
goes a lot further here.”
**(Editor’s note: The next case lot
sale at the Laughlin Commis-**

**sary is Sept. 13-14. For more
information on commissary
savings, visit the Defense Com-
missary Agency website at
www.commissaries.mil.)**



Photos by Master Sgt. Lee Roberts

enne Wurzer, Laughlin Commissary Customer Service manager, rings up savings for Horace
itz, a former Laughlin club manager who retired in 1997.



ad Bagger Kim Cariage fills up a grocery bag.



(Upper right)
Rueben Gomez,
commissary meat cutter,
replenishes family pack steaks
for custom-



The *XLer*

Staff Sgt. Antonio Washington
47th Maintenance Directorate

Hometown: Clarksdale, Miss.

Family: Wife, Tamarro; daughter, Takasia

Laughlin: 11 months

Time in service: Seven years, one month

Greatest accomplishments: Joining the Air Force. That has allowed me to plan and achieve other goals in life.

Hobbies: Singing or anything musical, wood-burning and poetry

Bad habits: Giving people too many second chances

Favorite movie: Gone in 60 Seconds and Bad Boys

Favorite musician/band: John P. Kee

If you could spend one hour with any person, who would it be and why? Praying with my wife and child. I’ve seen a lot of marriages go bad since I’ve been in the military and I feel God can do what counselors can’t.



Photo by Airman 1st Class Timothy Stein

Chapel Schedule

Catholic

- | | |
|---------------------|--|
| Saturday | ● 5 p.m., Mass |
| Sunday | ● 9:30 a.m., Mass |
| Thursday | ● 6 p.m., Choir; 7:30 p.m., Rite of Christian Initiation |
| Reconciliation | ● By appointment |
| Religious Education | ● 11 a.m. Sunday |

Nondenominational

- | | |
|--------|--|
| Sunday | ● 6 p.m. Officer Christian Fellowship, call 298-2238 |
| Friday | ● 7 p.m., Unity in Community Fellowship |

Protestant

- | | |
|-----------|----------------------------|
| Sunday | ● 9:30, Sunday school |
| | ● 11 a.m., General worship |
| Wednesday | ● 7 p.m., Choir |

For more information on chapel events, services and other demoninations, call 298-5111.

Do the world a favor and
recycle this newspaper.



Acting lesson ...

VANCOUVER, British Columbia – Air Force Chief of Staff Gen. John Jumper stars as himself here Tuesday on an upcoming episode of the Sci-Fi Channel’s primetime television series “Stargate: SG-1.” Jumper performed a handful of lines during the day of filming. The scenes will appear in the internationally syndicated show’s season finale in March. The series depicts a fictional Cheyenne Mountain-based, top-secret Air Force command, which battles evil throughout the universe for the good of planet Earth. (Courtesy photo)

